I. Welcome and Introductions

Twenty-three stakeholders in attendance

II. Purpose of meeting: Follow-up to earlier Planning Committee presentation by Dr. Carson re: the San Diego Medical Information Network Exchange (SD MINE) to discuss how best practice information integration might look for all providers and their consumers.

Background: SD MINE is a local initiative being led by the San Diego County Medical Society Foundation to create a single electronic network that allows physicians to gather and securely exchange test results and medical information in a useable format at the point of patient care. The LTCIP Network of Care Strategy builds upon an investment made by the County of San Diego to provide the elderly and disabled, as well as their caregivers and service providers, with web-based access to a site loaded with local health and social service resources (www.sandiego.networkofcare.org). This electronic information approach will support the two LTCIP service delivery models (Healthy San Diego Plus and Physician Strategy) in developing better linkages and care coordination between the medical and social services communities. A three-year Aging and Disability Resource Center (ADRC) Grant from the Administration on Aging and the Centers for Medicare and Medicaid Services that is held in partnership between San Diego's LTCIP, Del Norte Area Agency on Aging, and the California Department of Aging will be used to support the Network of Care Strategy. An Advisory Group with consumer representation is a requirement of the ADRC grant. Locally, this Advisory Group is called the Network of Care Strategy Workgroup.

The grant will help the LTCIP: (1) develop a warehouse of information on self-care management, healthy lifestyle choices, and other information to improve quality of life for our aging and disabled populations; (2) improve the user-friendly nature of information that links health and social services for these user groups; (3) enhance the use of the system as a communication tool, including for the two LTCIP service delivery strategies (Healthy San Diego Plus & Physician Strategy); and (4) perform formalized testing to assess the adequacy of the database and function of this information for physicians, community-based providers, consumers, caregivers and Call Center staff.

III. Group Discussion lead by Dr. Mark Meiners, National Director, Robert Wood Johnson Foundation Medicare/Medicaid Integration Program - Stakeholders generated several questions and ideas to consider re: current function and usefulness of the Network of Care website and areas for improvements:

- Create a "Personal Stories" section for the average person to share anecdotal stories and lessons learned from common experiences in caring for an aging parent or loved one, navigating through the long term care system, planning for/talking about death and dying, etc.
- San Diego Eldercare Directory's online support group/message board has been successful in helping adult children of aging parents cope with various care giving issues. The Network of Care's Message Board may offer a way to create, organize and highlight similar personal stories.
- It would be helpful to have sections of the website oriented in a way that meets the unique needs, priorities and preferences of consumers and providers re: accessing, organizing, storing and using information.
- Enhance the "My Library" function by assessing the quality of articles currently in the database, identifying deficiencies, and making suggestions for improvement.
- The ADRC grant work plan proposes to assess the adequacy of the database and function of this information, including the library builder function, for physicians, community-based providers, consumers, caregivers and Call Center staff.

- To be useful for both consumers and providers, the library should be populated with informational articles from trusted resources on the most common or critical long term care issues that are easily accessible, understandable and translated into multiple languages that reflect cultural influences and differences.
- Prioritize the most important aging and long term care issues and highlight those issues with specific patient/provider resources. Example: Personal stories and links to "Frequently Asked Questions" on end-of-life/comfort care (advanced directives, hospice, home care, etc), chronic conditions (diabetes, depression, heart disease, etc), caregiving, self-care management, how to communicate with physicians, etc.
- Develop training and educational videos on similar topics for both consumers and providers and in multiple languages.
- Enhance "My Folder" function – include decision tree for making end-of life decisions with links to important information and resources.
- Maximize use of My Folder function by creating section for medical information to be stored; encourage consumers to ask their physicians and other care team members to send/input updated medical information, lab results, etc., into My Folder record. Consumers would give permission via a secure password. This would create a comprehensive continuity of care record that could be easily shared and continuously updated by the care team and consumer.
- Establish a continuous quality improvement process to maximize the knowledge and utilization of the Network of Care for consumers, providers, caregivers, etc.
- Need to engage champion physicians that serve the aged and disabled to better understand their interest and priority in care coordination and creating better linkages and integration with social supports and their willingness to test and evaluate how to successfully integrate this type of information into their workflow.
- In general, physicians want to help their patients as much as possible. The key to successful physician adoption of new information and support tools is meaningful integration into the workflow; must match what the physician is already doing.
- It would probably be helpful to document current physician workflow in order to develop effective strategies for integrating new information and support tools like the Network of Care.
- Outreach and education efforts are needed to increase community awareness of the Network of Care and to engage stakeholders in the efforts being made to increase use of and improve the function and adequacy of the database.
- Outreach efforts also need to target those without access to or are not able or willing to use computers. Example: Place kiosks in physician offices, pharmacies, libraries, senior centers, and other public gathering places, with trained volunteers to assist people in using the computer and accessing needed information.

IV. Adjourn

Next Steps: LTCIP staff and Dr. Carson to map out timelines for NOC Strategy Workgroup and SD MINE for discussion at next meeting.

Next Workgroup Meeting: "Integrated information and support for home care," November 10, 2004, Noon—2 PM, Sharp Healthcare Operations, 8695 Spectrum Center Ct., San Diego, CA 92123

If you have questions or would like more information, please call (858) 495-5428 or email: evalyn.greb@sdcounty.ca.gov or sara.barnett@sdcounty.ca.gov or visit the LTCIP website